

Directory of Macmillan social care professionals and services

Emotional and practical support

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Map of Macmillan regions

Macmillan Cancer Support's social care programme focuses on developing services in the community for people living with cancer and their carers, providing emotional and practical support.

This directory is a listing of Macmillan social care professionals and services and is updated on a regular basis. We hope it will be a useful aid to networking, and a useful source of information for Macmillan staff, volunteers and professionals to help them connect with these services for the benefit of people affected by cancer.

The services comprise of emotional and practical support. Within this category, there are a number of different types of service (see below for definitions).

These include local face-to-face services and national services delivered online and by telephone. Click on the green bars (left) to go straight to the section you need.

Within each section, local services are listed under the Macmillan Cancer Support regions:

- Central and South West England
- East Midlands and Northern England

- London, Anglia and South East Region
- Northern Ireland
- Scotland
- Wales.

See page 30 for map of these regions.

Please check the catchment area and any referral criteria if you are planning to make a referral to the service.

National services are listed at the end of each section. These services are provided directly by Macmillan.

Please help us to keep the directory up-to-date. If any of the details listed about your service change, please contact Fiona Smith, Social Care Project Officer at Macmillan Cancer Support on 207 091 2380 or email: Fiona.Smith@macmillan.org.uk

Definitions of Macmillan's social care services

Carers services: Macmillan's carers services provide support to unpaid carers looking after someone affected by cancer. This support includes practical help, information and signposting to other services, emotional support, respite care at home and night sitting.

Befriending services: Macmillan's befriending services offer emotional, social or practical support by matching a trained befriender to someone affected by cancer. This can be either a carer, patient or relative of someone with cancer. Visits can take place at the person's home, or another appropriate setting such as a hospital or hospice.

Social workers: Macmillan social workers work with people affected by cancer, providing psychological and emotional support, and advice and help to access practical and financial support. Services can include assessment of needs, arranging care packages, hospital discharge planning, and liaison with other service providers. The service is provided in various settings including hospitals, hospices and the client's home.

Children and family services: Macmillan family support workers support the carers, children and families of people living with cancer, where complex psycho-social and emotional needs have been identified. The service can include bereavement support and help to access practical and financial support.

Counselling services: Macmillan counsellors provide psychological and emotional counselling support to people affected by cancer including patients, carers and relatives. The services include bereavement support, and are provided in a range of settings including hospitals, hospices and the client's home.

Bereavement services: These services offer bereavement support to carers and family members, in health settings or the home. The service can include support and training for professionals working with bereaved people.

Support Services: These services offer a range of support to people affected by cancer in the community. This includes information and signposting, and support with issues such as housing, employment, finances and social isolation.

Emotional and practical support

Carers services

East Midlands and Northern England

Crossroads Care Mid Yorkshire

Trafalgar Mills, Leeds Road, Huddersfield, West Yorkshire HD2 1YY

Contact: Margaret Stratford, CEO

Tel: 01484 537036

info@crossroadscareinmy.org.uk

Website: www.crossroadscareinmidyorkshire.org.uk

A service for carers and families to help relieve stress by providing practical, social and psychological support in the home. The service aims to prevent carer breakdown and unplanned hospital admissions.

Catchment area: Calderdale

Referrals: Referrals are made via hospices, social workers, district nurses, GPs, family.

Service available: 24-hour service.

Office hours: 9am–4pm, and out of hours on call.

Macmillan Carer Scheme

Foundry House, The Oval, Bedlington, Northumberland NE22 5HS

Contact: Robert Willers

Tel: 01670 394464

Fax: 01670 394501

Email: robert.willers@nct.nhs.uk

This service provides quality palliative care that can be offered to cover sudden deterioration, a crisis at home, or when a patient is at the end stage of their illness. Care will be provided by trained support workers, who work in partnership with district nurse teams, offering emotional, practical and physical support to patients and their families.

Catchment area: North & South East of the County

Referrals: Referrals can be made by professionals, by telephone, fax, referral form. We do not take self-referrals.

Service available: 24-hour service every day of the week.

Office hours: 9am–5pm.

Macmillan Palliative Care Support Service

St Leonard's Hospice, 185 Tadcaster Road, York YO24 1GL

Contact: Liz Allen, Coordinator

Tel: 01904 724474

Fax: 01904 777049

Email: Liz.Allen1@york.nhs.uk

The Macmillan palliative care support service offers support for people at home with palliative care needs and those who care for them. Referrals are accepted from district nurses and palliative care teams. The service can provide: listening and emotional support; overnight or daytime care allowing the main carer to take a break; provision of personal care tasks and assisting with mobilising and moving and handling. The carers work closely with the district nursing teams and a care plan must be in place.

Catchment area: registered with the Vale of York GP Commissioning Group

Referrals: Referrals are accepted from district nurses and the palliative care team. We do not take self-referrals.

Service available: Flexible 24-hour service. Each shift is a minimum of four hours.

Office hours: 8.30am–4pm, Monday–Friday.

Northumbria Healthcare

Macmillan Community Nursing Support Team, Shiremoor Resource Centre, Earsdon Road, Shiremoor, Newcastle upon Tyne NE27 0HJ

Contact: Diane Forster, Team Leader

Tel: 0191 297 9037

Fax: 0191 297 9022

Email: donna.pemberton@northtyneside-pct.nhs.uk

The team is comprised of a team leader, health care assistants and two administrators. The health care assistants, known as Macmillan carers, are able to support the district nurse teams within North Tyneside in the provision of palliative care providing practical, physical and emotional support. This allows patients and carers to receive additional support and respite in the last few months, weeks, days of life enabling patients to have choice in their preferred place of care. The service can be offered to support patients and relatives on an occasional basis for a few hours or longer periods during the day time, evening or overnight. The service can be accessed by district nurses seven days a week.

Catchment area: North Tyneside

Referrals: Referrals are made via the district nurses. We do not take self-referrals.

Service available: 8am–10pm overnight care is provided by Marie Curie but is co-ordinated through the office of the Macmillan community nursing support team.

Office hours: 8.30am–4.30pm, Monday–Friday.

Young Carers Service

Crossroads Care Gateshead, The Old School, Smailes Lane, Highfield, Rowlands Gill, Tyne and Wear NE39 2DB

Contact: Lynn Readman, Young Carers Manager

Tel: 01207 549780

Fax: 01207 549794

Email: lynnreadman@gatesheadcrossroads.org.uk

The service provides a specific service for young carers in families with a diagnosis of cancer, in partnership with Macmillan Cancer Support. It supports young people aged 8 to 18 years who have caring responsibilities for a family member.

Catchment area: Gateshead, Tyne and Wear.

Referrals: Young carers can self refer or referrals can be made by any professional involved with the family.

Service available: When required; weekdays, weekends, and can provide overnight stays.

Office hours: 9am–5pm, Monday–Friday.

London, Anglia and South Eastern Region

Crossroads Care East Kent Macmillan Palliative Care Service/Macmillan East Kent Volunteer Service

16 Reculver Road, Beltinge, Kent CT6 6LE

Contact: Lorraine Williamson, Chief Executive Officer/Marnie Enever

Tel: 0845 0956700/08450 958000

Email: eastkent@crossroads.org.uk or macmillaneastkent@gmail.com

Website: www.carersm.org

The Crossroads Macmillan palliative care service has been set up to provide carer support in people's homes. This support involves taking over the caring role from the carer as required in order to let them have some rest, recuperation or enable them to carry out their own day to day tasks. Trained carer support workers carry out all practical or personal care tasks for a person with care needs and provide information, a listening ear and support for carers. Carer support workers will also be able to offer some bereavement support. A fantastic and innovative service has been developed

in East Kent to meet some of the unmet needs of people living with cancer. Macmillan Cancer Support in partnership with Crossroads Care East Kent recruits, trains and supervises volunteers who have a positive effect on the life of someone living with cancer. This is a practical support service that also offers, emotional support, by being a listening ear as well as offering encouragement and companionship. All volunteers are DBS checked and have been reference checked and receive ongoing training, support and supervision.

Catchment area: The service is currently provided across East Kent.

Referrals: Anyone can make a referral to the scheme.

Service available: The new service will be available as and when required. Each referral will be individually assessed in order to provide the service when it is most needed. It is a flexible service tailored to carers needs.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Palliative Care Service

Crossroads Care West London, Hillview Surgery, 179c Bilton Road, Perivale, Ealing UB6 7HQ

Tel: 020 8728 7000

Fax: 020 8728 7001

info@crossroadscarewestlondon.org

Website: www.crossroadscarewestlondon.org

This service offers carer support for anyone looking after someone with a life-threatening illness. The care support worker will take over the caring role for three hours or more, to relieve the carer. The service is flexible and arranged to meet the needs of carer and cared for.

Catchment area: London Borough of Hounslow, Brent & Ealing

Referrals: Self-referrals and referrals from professionals by fax, telephone, email or letter.

Service available: 8am–10pm, Monday–Sunday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Palliative Care Service

Crossroads Care West Kent, Unit 1A, Mereworth Business Centre, Danns Lane, Watlington, Maidstone, Kent ME18 5LW

Contact: Sharon Neville, Hayley Last, Daisy Sayers

Tel: 01622 817114

Email: sharon.neville@crossroadswestkent.org.uk

This service offers practical and emotional support to carers of people receiving palliative care by providing trained care support staff to enable carers to take a break. Our staff can carry out all practical and personal care tasks and provide information and a listening ear for carers. Care support staff will also be able to offer some bereavement support. Ability to support within their caring role.

Catchment area: Dartford, Gravesham & Swanley.

Maidstone and Weald PCT area, plus Wrotham, Borough Green.

Referrals: Referrals can be made by anyone, from self-referrals to professionals

Service available: Flexible including nights.

Office hours: 9am–5pm.

Palliative Respite Care Support for Carers

Crossroads Care – Redbridge, Epping & Harlow,
106 Charter Avenue, Newbury Park, Ilford, Essex IG2 7AD

Contact: Sandra Wright, Registered Care Manager

Tel: 020 8518 4090

Fax: 020 8554 0790

Email: respites@redbridgecrossroads.com

Website: www.carers.org/redbridgeeppingharlow

The service provides professional trained staff who offer respite care at home to carers who are caring for someone within the last 12 months of life. We can offer around ten hours per week of respite to enable the carer to have a break at flexible times to suit the needs of the family.

Catchment area: London Borough of Redbridge.

Referrals: Referrals are made directly to the office by local Macmillan nurse team, community nurses, GP's in NHS Redbridge catchment area.

Service available: 7am–11pm, seven days a week.

Office hours: 9am–4.30pm, Monday–Friday

Northern Ireland

Macmillan/Newry & Mourne Carers Support Co-ordinator

Newry & Mourne Carers Centre, 6-8 Savages Terrace, Corry Square, Newry, Co Down BT35 6AT

Contact: Lorraine Murphy or Richard Black (Carers Support Co-ordinators)

Tel: 028 3026 7015

Email: info@carers-nm.org

This service aims to address the needs of Carers of cancer patients. We ensure that carers of people living with cancer receive emotional support and are able to access timely, appropriate information. This may be at time of diagnosis, during treatment or at times of crisis and will enable them to care in an informed, confident and positive way.

Catchment area: Southern Health and Social Care Trust area.

Referrals: Referrals to the service can be made by any health professional or by a Carer. Referral forms are available from on request.

Service available: 9am–5pm, Monday–Friday.

Scotland

Crossroads Caring Scotland, Dalriada and The Isles

Community Health Department, NHS Headquarters,
Blarbuie Road, Lochgilphead PA31 8LE

Contact: Jane Bruce, Service Manager

Tel: 01546 603082; mobile 07876 025873

Fax: 01546 603082

Email: dalriada@crossroads-scotland.co.uk

This service offers personal care, respite support to give the carer a break, emotional support at times for both carer(s) and individual clients, and a listening ear. The service also provides assistance with childcare arrangements eg school run, accompanying the child to clubs and outdoor activities, social stimulation, accompanying and supporting the client throughout the treatment period on the islands, and household tasks such as shopping.

Catchment area: Mid Argyll, Kintyre, Islay and Jura.

Referrals: Referrals are made from local Macmillan nurses, community nurses, social workers, general practitioners or people can self refer.

Service available: Flexible.

Office hours: 9am–1pm, Monday–Thursday (out of hours answer machine).

Crossroads Lewis Carers Project

Crossroads Lewis, Grianan, Westview Terrace,
Stornoway Isle of Lewis HS1 2LD

Contact: Nicky Cowsill, Crossroads Manager

Tel: 01851 705422

Fax: 01851 705422

info@crossroadslewis.co.uk

Website: www.crossroadslewis.co.uk

The scheme offers practical help and support to anyone with a palliative condition including people with cancer and to their carers. The service is generally delivered in the home, is flexible to meet individual needs and may involve outside activities such as accompanying clients to hospital appointments.

Catchment area: Isle of Lewis.

Service available: 24-hour service.

Office hours: 9am–1pm (out of hours answer machine).

Wales

Carers Advice & Support Service

Cardiff & The Vale Carers' Centre, Norbury House,
Norbury Road, Fairwater, Cardiff CF5 3AS

Contact: Sheala Edwards, Macmillan Counsellor

Tel: 02920 566171

Email: sheala.edwards@cvacarers.co.uk

The aim of the service is to provide carer support to people who are providing substantial and regular care to a person who is affected by cancer, and to offer support throughout the cancer experience. This involves providing information, guidance and advice together with emotional support in the form of a professional counselling.

The service is available during office hours both on office premises and by visits made to clients home.

Catchment area: Cardiff & The Vale of Glamorgan in South Wales.

Referrals: Referrals can be made by social services, voluntary organisations, GP's, hospitals, medical professionals, palliative care teams, hospices, members of the public together with self-referrals and other sources that might be identified from time to time. Referrals can be made in any format, either by phone, fax, email, letter, referral form.

Service available: 8am–4pm, Monday–Friday.

Office hours: 8am–4pm, Monday–Friday.

Crossroads Macmillan Respite Care

Crossroads Mid & West Wales, 2 Wheat
Street, Powys, Wales LD3 7DG

Contact: Jacquie Peters

Tel: 01874 610900

Email: jacquie.peters@crossroadsmww.org.uk

The aim of the service is to provide a carer support service to people who are providing substantial and regular care to a person affected by cancer, and to offer support throughout the cancer experience. This includes providing information and advice, practical support, emotional support and enabling the unpaid carer to take a break by providing a trained Crossroads carer support worker to go into the home to share the caring role. In exceptional circumstance, a person diagnosed with cancer living alone, who has no support from an unpaid carer, may be eligible to benefit from the service.

Service available: The service is available throughout the county of Powys, Ceredigion and Pembrokeshire with regional offices.

Macmillan community nursing team, district nursing teams, palliative care nursing team, social services, GPs and hospices, together with self-referrals and such other sources as might be identified from time to time.

Service available: The service is provided as required, based on an assessment of the individual need and at times and for durations consistent with individual needs, subject to availability of the resources.

Office hours: Normal office hours are 9am–5pm, Monday–Friday with an 'out of hours' emergency telephone contact available.

Macmillan Family Information and Support

Bridgend Carers Centre, 87 Park Street
Bridgend, Mid Glamorgan CF31 4AZ

Contact: Paula Hall

Tel: 01656 658479

Email: macmillansupport@bridgendcarers.co.uk

The service offers free, confidential support and information for people, carers and their families who are living with cancer. The service is delivered through one to one, group and home visits. We are able to access Macmillan grants and other charitable grants. We enable people to receive appropriate information at critical times including bereavement and empower them to make informed choices, whilst maintaining their own health. We also deliver an outreach service in the Princess of Wales Hospital on a monthly basis. Monthly outreach on first Thursday every month 09h30–12h30 at Belindre.

Catchment area: Bridgend County Borough.

Referrals: Referrals are open to all patients and carers and the service accepts self-referrals by phone, face to face, fax, letters or email.

Office hours: Wednesday, Thursday, Friday (9am–5pm)

Befriending services

Central and South West England

Bridges Support Service

Murray Hall Community Trust, SGS House, Penthouse Suite, Johns Lane, Tividale, Oldbury, West Midlands B69 3HX

Contact: Manjula Patel

Tel: 0121 6122939

Fax: 0121 6122934

Email: Bridges.support@nhs.net

The overall aim of the Bridges is to provide supportive care to people living with cancer and palliative care needs.

Catchment area: Patients registered with a Sandwell PCT GP or Heart of Birmingham PCT GP. Patients with palliative care needs registered with a Birmingham East and North NHS GP.

Referrals: Self-referrals or referrals to Bridges Support Service.

Office hours: 9am–5pm, Monday–Thursday; 9am–4.30pm, Friday.

Oxford Befriending for Life (OxBEL)

St Edmund House, 39 West Saint Helen Street, Abingdon, Oxfordshire OX14 5BT

Contact: Laura Freeth, Administrator or Catherine Blaxhall, Manager

Tel: 01865 849427

Email: laura.freeth@oxbel.org.uk

Website: www.oxbel.org.uk

Trained and supervised volunteers provide one-to-one befriending to adults living with advanced life limiting conditions in Oxfordshire. OxBEL is part of Age UK Oxfordshire but offers friendship and support to adults of any age.

Catchment area: Oxfordshire

Referrals: Self-referral or referral by health care professional.

Office hours: Daytime, evenings and weekends – as arranged between service user and OxBEL's volunteer befrienders.

East Midlands and Northern England

Coping With Cancer

Helen Webb House, 35 Westleigh Road, Leicester LE3 0HH

Contact: Usha Sidhpara, Minority Communities Development Coordinator

Tel: 0116 2230055

Fax: 0116 2230062

Email: minoritycommunities@c-w-c.org.uk

The Coping with Cancer befriending service provides practical and emotional support to cancer patients and their carers within their own homes. It offers someone to listen, help with shopping and hospital visits, and accompany people on outings, alleviating for many the feeling of loneliness and isolation.

Referrals: Self-referral, health care professionals, friends, family, social workers.

Service available: 8.30am–4.30pm.

Office hours: 8.30am–4.30pm.

Lifespan/Macmillan Befriending Service Northumberland

Lifespan, Minsteracres, Consett, Co Durham DH8 9RT

Contact: Angela Jackson, Co-ordinator

Tel: Office – 01434 673777; Mobile 07980 082289

Email: befriendingnorthumberland@lifespanteam.org.uk

Individuals accessing the service will include patients and their carers with serious and life-limiting illness who are socially isolated we offer a whole pathway approach from diagnosis through treatment, survivorship, palliative care and beyond.

One to one social and emotional support through Volunteer befrienders which can take the form of:

- Companionship visits to a person's home, care home or hospice.
- Providing a listening ear where there may be no-one else, engage in conversation.
- Accompanying a person to Hospital appointment.
- Assisting an individual to take part in local activities, sharing common interests, a visit to a café etc.

Catchment area: South Northumberland

Referrals: Referrals are accepted from – health care professionals (the person accessing the service must consent to the referral) also from individuals requesting support (self-referral) which will be followed up by communication with the GP. Referrals are made via Lifespan office by phone; email, or direct contact, referral forms are also available.

Service hours: Monday–Friday (except Bank Holidays) 9am–5pm.

Office hours: 9am–5pm, Monday–Friday (except Bank Holidays), 24-hour answer phone. Co-ordinator by mobile 07980082289 Monday and Friday.

Macmillan & Lifespan Befriending Service

Lifespan, Minsteracres, Consett, County Durham DH8 9RT

Contact: Joan Robson

Tel: 01434 673777

Email: support@lifespanteam.org.uk

The service offers befriending and supportive care to those with life-threatening illness and their carers. It provides support to patients and carers to retain their independence and wellbeing at whatever stage of the cancer journey they may be. The service will be peripatetic and will provide support to people in their own home, nursing home or acute settings across certain areas of Northumberland and County Durham.

Catchment area: South Northumberland and South Durham (two separate services).

Referrals: The service can be accessed via self-referral or health professional within acute and community services with the client's permission.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday

Sunderland Macmillan Befriending Service

Sunderland Royal Hospital, Kayll Road, Main Entrance B Floor, Sunderland SR4 7TP

Contact: Mandy Humes (Macmillan Befriending Volunteer Co-ordinator)

Tel: mobile 07804 905579 or 0191 514 1131 (Monday–Friday)

Email: Amanda.humes@chsft.nhs.uk

Website: www.ageuksunderland.org.uk

The Befriending Service provides support to adults who are living with cancer within the Sunderland area (the person, the carer or family member). The service will be supportive and confidential and offered through visiting which will take place either within Sunderland Royal Hospital/Community Venue or the person's home. Through befriending it will provide an opportunity for the person to receive support (emotionally and practically) throughout their cancer journey.

Catchment area: Sunderland (live within Sunderland) or live out of the area and be visited in Sunderland Royal Hospital.

Referrals: Self, Family and Health & Social Care Professionals.

Office hours: Monday–Friday, 9am–5pm (within office hours)

London, Anglia and South Eastern Region

Macmillan Home Visiting Service – Befriending

Cherry Lodge Cancer Care, 23 Union Street, Barnet, Herts EN5 4HY

Contact: Yvonne Shield

Tel: 020 8441 7000

Fax: 020 8440 3240

Email: Yvonne@cherrylodgencancercare.org.uk

This service provides emotional and practical support to people with cancer through befriending. Befrienders, who are trained volunteers, visit and provide companionship to the person with cancer, usually once a week for an hour or so according to the befriender's stated availability and the need of the befriender. The befriender will provide complementary support such as social visiting, simple tasks, simple advocacy and respite for carers. This may include accompanying someone to hospital, paying bills or providing a listening ear. Visits may be at the person's home or in hospital or a hospice.

Catchment area: North London and surrounding areas

Referrals: The service takes self-referrals, and referrals are also made by GPs, social work teams, housing support, hospices, health and social care professionals, Macmillan nurses and hospital professionals. Referrals can be made either by telephone, fax or email. Referral forms are available.

Service available: Daytime, seven days a week.

Office hours: 9am–5pm Monday to Friday.

St John's Macmillan Befriending Service

St John's Hospice, 60 Grove End Road, London NW8 9NH

Contact: Anna Foley

Tel: 020 7806 4049

Fax: 020 7806 4041

Email: sophie.mcewen@hje.org.uk

The St John's Macmillan Befriending Service aims to provide support to people with long-term non-curative illnesses who are still able to live in the community by matching volunteers with people who want to be visited in their homes, or want company to undertake activities with. The activities requested by clients may include, for example, visiting galleries or going to a film or a concert. The befriending volunteer will make a regular appointment with their client to meet, preferably once a week, and will agree what they wish to do in the time they spend together. The befrienders are mentored and supported by the volunteer co-ordinator at St John's Hospice.

Catchment area: St John's Hospice's catchment area includes Westminster, Brent, Camden, parts of Islington and parts of Kensington and Chelsea and our Befriending Service covers the same area.

Referrals: Referrals can be made by professionals by referral form (both internal and external forms available on request).

Service available: The service is flexible and volunteers and their clients are encouraged to meet when it is most convenient for each of them. Volunteers are asked to visit their clients once a week for about three hours but it is left up to them to arrange the best times.

Office hours: 10am–5.30pm, Monday–Friday.

West Essex Macmillan Information Support Service

West Essex Macmillan Information and Support Services, 1st Floor, Addison House, Hamstel Road, Harlow, Essex CM20 1DS

Contact: Mary Hanbury, Macmillan Cancer Information & Support Manager

Tel: 01279 698673

Email: cancerinformationservice@westessexpct.nhs.uk

Website: www.westessexcancerinformation.nhs.uk

As well as offering information on all aspects of living with cancer, this service offers home visits to discuss people's needs. It offers practical support and volunteer befrienders to people living with cancer and their carers, and provides details of other local and national support agencies.

Catchment area: West Essex

Referrals: Referrals are made by telephone, email or letter by patients, carers, health professionals and family members.

Service available hours: 9am–5pm, Monday–Friday (except bank holidays). 9.30am–2.30pm, Monday–Friday (information and advice line).

Office hours: 9am–5pm, Monday–Friday.

Social workers

Central and South West England

East Berkshire Macmillan Palliative Care Team

King's Edward VII Hospital, St Leonard's Road, Windsor, Berks SL4 3DP

Contact: Jen Ramsey, Rosemary Martin

Tel: 01753 860441 Ex 6137 Mon–Fri, 03000 24 3335 Sat, Sun, Bank Holidays

Fax: 01753 636139

Email: rosemary.martin@berkshire.nhs.co.uk

The East Berkshire Macmillan Palliative Care Team is multidisciplinary team which aims to improve the quality of life for people with cancer and other life-threatening illnesses who have specialist needs.

We offer support for complex symptom control, complex emotional and social needs and include the needs of children whose parent or significant adult has a life-threatening illness. We work closely with Thames Hospicecare to provide links to other services including Day support, Occupational Therapy, Physiotherapy, Counselling and Bereavement care as required.

We offer:

- Telephone support nurse for maintenance and on-going supportive monitoring.
- Access to GP with specialist interest in Palliative Care for advice and domiciliary visits.
- Palliative Care Medical Consultant Outpatient and inpatient care.
- Clinical Psychology.
- Clinical nurse specialist for A&E and the Acute Medical Assessment unit of the hospital in an attempt to achieve a patient's preferred place of care.
- 1:1 support Nurse for Patients following treatment into Survivorship.
- Specialist Children and families social worker.

Catchment area: Patients with a GP within East Berkshire, a select number of GP's in south Buckinghamshire (list provided on request) Wexham and Heatherwood Acute Trust.

Referrals: Referrals are made by direct contact with the team, through telephone, letter or completion of the referral form (paper or electronically). Referrals can be accepted from families, professionals and members of the public, as long as the person being referred is aware of their diagnosis and of the referral and is agreeable.

Office hours: 8.30–4.30pm, Monday–Friday (full team service).

Gloucestershire Hospitals NHS Foundation Trust and Gloucestershire Primary Care Trust

Specialist Palliative Care Team, Beacon House, Great Western Road, Gloucester GL1 3NN

Contact: Sue Crowle, Macmillan Social Worker

Tel: 0300 4225179

Fax: 0300 4225639

Email: susan.crowle@glos.nhs.uk

The team provides a service to help patients with cancer and other life-threatening illnesses in hospital to achieve the best possible quality of life. A social work service is also provided to community patients referred through the community Macmillan team and day hospice. Home visits are available if required.

Support provided by a multi-professional team that includes Doctors, Nurses and Social Worker, we support people to achieve preferred place of care especially at 'end of life'.

Catchment area: Patients admitted to Gloucestershire Royal Hospital and patients who live in the West of the county.

Referrals: Referrals are made directly from wards for a multidisciplinary assessment from the team as appropriate, and via the hospital social work department, community Macmillan nurses and day hospice. Patients from Cheltenham and east of the county can also ring for advice.

Service available: 8.30am–5.30pm, Monday–Friday.

Office hours: 8.30am–5.30pm, Monday–Friday.

Macmillan Cancer Care Social Worker

Dorset County Hospital, Social Work Department, Williams Avenue, Dorchester, Dorset DT1 2JY

Contact: Megan Standage

Tel: 01305 255356

Fax: 01305 254755

Email: m.standage@dorsetcc.gov.uk

The oncology social worker is based in the Cancer Services Department, and is a member of the multidisciplinary Hospital Palliative Care Team. Support is offered within the hospital setting for patients at every stage of the cancer journey from diagnosis through therapy to end of life care. The service includes: advice and assistance with financial issues, including welfare benefits and charitable grants; discharge planning; the implementation of care packages; applications for continuing care funding; emotional support for patients and their carers; liaison with community based colleagues of all disciplines; and referral to community resources both statutory and voluntary. Most financial are signposted to CAB.

Catchment area: West Dorset

Referrals: Referrals are made via the social work duty system, from the patient, carer, or significant other, from any member of the multidisciplinary teams, the palliative care team, the wards, outpatient departments, and treatment units.

Service available: Monday–Friday.

Office hours: 8.40am–5.20pm, Monday–Friday.

East Midlands and Northern England

Bereavement Service, Royal Liverpool and Broadgreen University Hospitals

Specialist Palliative Care Social Worker, Palliative Care Team, 1st Floor, Linda McCartney Centre, Prescot Street, Liverpool L7 8XP

Contact: Janet Roberts

Tel: 0151 7062274

Fax: 0151 7065886

Email: janet.roberts@rlbuht.nhs.uk

Offers emotional, psychological, bereavement and practical support to palliative care patients and their families at the Royal Liverpool and Broadgreen University Hospitals and Marie Curie Hospice in Liverpool.

Catchment area: Patients of Royal Liverpool Hospital.

Referrals: Referrals to social worker are made indirectly via referrals to palliative care team. We do not take self-referrals.

Service available: 8.30am–4.30pm, Tuesday and Friday.

Office hours: 9am–5pm, Monday–Friday.

CLIC Sargent

CLIC Sargent Social Work Team, E Floor, East Block, Queens Medical Centre, Nottingham University Hospital, Derby Road, Nottingham NG7 2UH

Contact: Helen Dickinson, CLIC Sargent Team Leader

Tel: 0115 924 9924 Ex 62497 (Helen) 0115 9249924

Ex 63987 (Rachael) 0115 9249924 Ex 62204 (Tracey)

Fax: 0115 919 4418

Email: helen.dickinson@clicsargent.org.uk

Website: www.clicsargent.org.uk

Practical, financial and emotional support is offered to patients aged between 16–24 who are diagnosed with cancer or leukaemia. The service is delivered by a full time social worker and a full time community young adult worker who are based within the CLIC Sargent social work team at QMC. An initial assessment of need is undertaken with the patient and his or her family, who are seen either in hospital or at home as soon as possible after referral, and a plan of support drawn up in agreement with young person. This may involve

individual advice or advocacy, information on grants, benefits, support with education or employment issues, and/or peer group support with other young people.

Free holidays and specialist short breaks so that patients can spend time with other young people or with their family.

A wide range of valuable information on cancer and its impact for young people and their families.

Free accommodation at our Home from Home close to the QMC so that families can be close to the young person during treatment.

Catchment area: The catchment area is that served by the East Midlands Principle Treatment Centre for Children and young people's services. Patients may be treated in the Nottingham University Hospitals or local adult cancer treatment centres.

Referrals: Referrals can be made by anybody, professionals or members of the public, and referrals can be made by phone or email preferred.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Freeman Hospital, Newcastle

Macmillan Social Workers, Social Services Directorate, Freeman Road, Newcastle upon Tyne NE7 7DN

Contact: Linda Thirkeld, Team Manager

Tel: 0191 2137393

Fax: 0191 2853455

Email: linda.thirkeld@newcastle.gov.uk

The team offer psychological, emotional, social and bereavement support for inpatients, their families and carers as part of the palliative care team. The service includes assessment and discharge planning, home support, and liaison within the community resources.

Catchment area: Newcastle, with a limited service to other authorities.

Referrals: Referrals can be made via the specialist palliative care team or directly via the social work department.

Service available: 8.30am–5pm, Monday–Friday, but can be flexible to meet peoples needs.

Office hours: 8.30am–5pm.

Macmillan Social Support Worker

Level 3, M & G, Royal Derby Hospital, Uttoxeter Road, Derby DE22 3NE

Contact: Vreneli Shillito

Tel: 01332 787592

Email: vreneli.shillito@nhs.net

This is a half-time post which provides social work support as part of a multidisciplinary hospital-based, specialist palliative care team. It offers: psychosocial support for

palliative care patients and their families, including pre and post bereavement work with children and adults; welfare rights advice; and liaison with other social care agencies and local authority teams for patients of the Unit.

Support is given face to face, in hospital, at home and over the telephone.

Catchment area: Those patients, and their families, under the care of one of the palliative care consultants.

Referrals: Referrals can be made by members of the multidisciplinary team, in person, by telephone and letter.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Social Worker

Doncaster Metropolitan Borough Council, Social Care Department, Doncaster Royal Infirmary, Armthorpe Road, Doncaster, South Yorkshire DN2 5LT

Contact: Sue Hinton

Tel: 01302 366666 Ex 3654

Fax: 01302 734850

Email: sue.hinton@doncaster.gov.uk

The Macmillan social worker is based at Doncaster Royal Infirmary and is a member of the adult social care team. This service offers practical, emotional and psychological support for people affected by cancer and their carers and relatives, who have complex social care needs. Support and advice is also offered to other health/social care professionals. Service delivery includes working with families in Doncaster Royal Infirmary and liaising with other members of the multidisciplinary team, statutory and voluntary agencies as appropriate to promote quality of life and to enable access to services to meet assessed identified social care needs.

Catchment area: People attending Doncaster Royal Infirmary.

Referrals: Referrals can be made initially by clinical nurse specialists, members of specialist palliative care team and colleagues in social care, by referral form, phone or verbally at palliative care multidisciplinary team. We do not take self-referrals at the moment.

Service available: 8am–4pm, Monday–Friday.

Office hours: 8am–5pm, Monday–Friday.

Macmillan Social Worker

Nottinghamshire County Council, Bassetlaw District General Hospital, Kilton Hill Worksop, Nottinghamshire S81 0BD

Contact: Jean Langrick, Macmillan Social Worker

Tel: 01909 502806

Fax: 01909 480121

Email: jean.langrick@nottsc.gov.uk

The Macmillan social worker is based at Bassetlaw District General Hospital and is a member of the adult

social care team. This is a new and developmental post in Bassetlaw and the service offers practical, emotional and psychological support for people affected by cancer who have complex social care needs. The service also aims to support carers and relatives. Advice is also offered to other health/social care professionals; liaising with other members of the multidisciplinary team, statutory and voluntary agencies as appropriate to promote quality of life and to enable access to services to meet assessed social care needs.

Catchment area: The service is for people over the age of 18 who reside within Bassetlaw.

Referrals: Referrals can be made by clinical nurse specialists; members of specialist palliative care team, district nurses, GP's and colleagues in social care, Macmillan nurses, other health and social care professionals, members of the public. Referrals can be made by phone, fax, email, letter, referral form or verbally at palliative care multidisciplinary teams.

Service available: Monday–Friday.

Office hours: 8.30am–5pm, Monday–Thursday and 4.30pm on Friday.

Macmillan Specialist Palliative Care Social Worker

Salford Royal NHS Foundation Trust, Stott Lane, Salford, Manchester M6 8HD

Contact: Andrea Hollinghurst

Tel: 0161 2064609

Fax: 0161 2061451

Email: Andrea.Hollinghurst@srft.nhs.uk

The team provides palliative care to adult hospital inpatients and outpatients referred from tumour-specific and chronic disease groups across Trust Directorates. Further specialist outpatient palliative care follow-up on the hospital site is provided in a weekly palliative care clinic. The team aim to facilitate the provision of quality palliative care on a trust wide basis, ensuring the integration of palliative and supportive care within all patient pathways. Furthermore, the team facilitates the process of referral and discharge across primary, secondary, tertiary, social and voluntary sector care.

The Macmillan specialist palliative care social worker works within the catchment area of Salford, Wigan and Bolton.

Referrals: Referrals can be made via members of the multidisciplinary team. Referrals are received usually by completing a referral form.

Service available: 8.30am–4.30pm, Tuesday and Wednesday.

Office hours: 8.30am–4.30pm, Monday–Friday.

Macmillan Specialist Palliative Care Social Worker

North Lincs Council/NLAG Hospitals/NLPCT, Horkestow House, Brumby Resource Centre, East Common Lane, Brumby, Scunthorpe, North Lincs DN16 1QQ

Contact: Heather Nicklin

Tel: 01724 298000

Email: heather.nicklin@nhs.net

The service covers hospital, hospice and community. Offering support to individuals and families affected by cancer in palliative stage. Post bereavement support particularly with parents and children. In reach to schools dealing with children bereaved of close family member offering advice and support to teaching staff. Support group for remaining parent and children. Advocacy and assistance is given to families with financial and practical concerns.

Catchment area: North Lincolnshire, both community and hospital.

Referrals: Referrals are made by professionals by referral form via the palliative care team at the present time. Phone enquiries are welcome. We do not take self-referrals.

Service available: 8am–4pm, Monday–Friday. Drop-in service: 8am–4pm, Monday–Friday although some evening and after school/work visits are often made.

Macmillan Specialist Social Work Team

St James's Institute of Oncology, Rehabilitation Department, Level 1, Bexley Wing, St James's Hospital, Beckett Street, Leeds LS9 7TF

Contact: Kathryn Roberts, Macmillan Specialist Social Worker

Tel: 0113 2068485

Fax: 0113 2068613

Email: kathryn.m.roberts@leeds.gov.uk or
cynthia.wilson@leeds.gov.uk

The service is for patients over 18 years of age, their relatives, carers, friends and significant social network. It provides local and regional casework, face to face in the hospital setting, by telephone and occasionally in people's own homes. The service includes financial advice, and help with welfare benefits and employment issues. Care packages are arranged to facilitate discharge, including end of life to own home or nursing home. The service also provides emotional support to patients/carers and significant others.

Catchment area: Any patient with a link to St James's Institute of Oncology, as either an inpatient or outpatient.

Referrals: Referrals are made via telephone, fax, letter, face to face, and/or completion of referral form. We are happy to take self-referrals from people living with cancer as long as they have a medical link to St James's Institute of Oncology.

Service available: 8.30am–5pm, Monday–Thursday; 8.30am–4.30pm, Fridays.

Office hours: 7am–5pm, Monday–Thursday; 7am–4.30pm, Fridays.

Macmillan Specialist Social Worker in Palliative Care

Birdwell Clinic, Palliative Care Services, Sheffield Road, Birdwell, Barnsley, S70 5TF

Contact: Carole Fairbrother

Tel: 01226 433580

Fax: 01226 743808

Email: Carole.Fairbrother@BarnsleyPCT.nhs.uk

The specialist social worker works as a member of the community Macmillan team providing emotional support to patients, families, carers and children who are facing the challenges that are caused when a family member has been diagnosed with a life limiting illness. The social worker works with other professionals and services to achieve the best quality of life for service users. The service is usually delivered face to face in the home. However, other suitable environments are used depending upon the individual's needs, such as, school or the counselling area at the clinic. The service supports other professionals involved with complex or challenging cases. It also provides bereavement and pre-bereavement support to individuals and families.

Catchment area: It is a community service that covers the whole area of Barnsley

Referrals: Referrals are made direct to the service by telephone, letter and the completion of a referral form.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

North Tyneside Palliative Care Unit

Northumbria Palliative Care Unit, Redesdale Court, Rake Lane, North Shields, Tyne & Wear NE29 9QS

Contact: Lilian Errington, Macmillan Specialist Palliative Care

Tel: 0191 2354903

Email: lilian.errington@northumbria-healthcare.nhs.uk

The service provides advice, information, psychological support for patients and their family/carers. Also co-ordinating discharges to facilitate preferred place of care/preferred place of death.

Catchment area: North Tyneside

Referrals: Referrals accepted for Palliative Care Unit inpatients only. Advice and information provided for community patients via telephone.

Office hours: 8.00am–6.00pm, Tuesday–Friday

The Macmillan Social Work Team

The Regional Cancer Centre, Mount Vernon Hospital, Michael Sobell House, Rickmansworth Road, Northwood, Middlesex HA6 2RN

Contact: Hazel Middleton, Macmillan Senior Social Work Practitioner

Tel: 01923 844373

Fax: 01923 844895

Email: hmiddleton@nhs.net

The team comprises of a full time Macmillan Senior Social Work Practitioner and two part time Macmillan Social Work Assistants. The social work team are members of the wider multi-professional team at The Regional Cancer Centre at Mount Vernon Hospital. The social work team undertake assessments of complex needs and liaises with statutory, voluntary and private agencies. They facilitate family meetings and offer psychosocial support to patients, their carers, families and friends. Short-term counselling is offered to individuals, couples or whole families, including children, plus bereavement support when required. The Senior Social Work Practitioner regularly contributes to the Michael Sobell House Education Programme at Mount Vernon Hospital, which encompasses the Hertfordshire University BSc Oncology and Palliative Care Degree programme. The team also offers specialist oncology and palliative care placements for second and final year BA/BSc social work students from Brunel and Buckinghamshire universities and mentorship for newly appointed palliative care social workers.

Catchment area: Mount Vernon Cancer Network and nearby outer London boroughs.

Referrals: Referrals can be made between 9am–4pm Monday–Friday (excluding bank holidays) from members of the multi-professional team can be made by phone, fax or letter. Self-referrals are always welcome.

Office hours: 9am–5pm, Monday–Friday (excluding bank holidays). Please note that messages left in the afternoon may not be responded to until the next working day.

London, Anglia and South Eastern Region

Bart's and The London NHS Trust

Social Work Department, Outpatients, 2nd Floor, Out Patients Annex, White Chapel, London E1 1BB

Contact: Bernice Francois, Macmillan Specialist Palliative Care Social Worker

Tel: 020 7377 7774

Fax: 020 7377 7005

Email: bernice.francois@towerhamlets.gov.uk

This service offers social work support as part of the Macmillan palliative care team. The service is for inpatients, outpatients, and their relatives and carers.

Catchment area: Bart's Hospital, Royal London Hospital, London Chest Hospital.

Referrals: Referrals are made through the Macmillan specialist palliative care team, the specialist palliative community team, and St Joseph's hospice. They are also made via the hospital outpatients clinic, from patients who attend the outpatient clinic, their family and friends.

Office hours: 9am–5pm.

Macmillan Palliative Care Social Work Team

Camden PCT & Islington ELiPSe, Unit D Well House, 23a Benwell Road, London N7 7BL

Contact: Gretchen Siglar, Macmillan Social Work Manager

Tel: 020 7 690 3567

Fax: 020 7 690 3576

Email: gretchen.siglar@camdenpct.nhs.uk

This specialist social work service offers support to patients, families, and carers known to the community palliative care teams in Camden & Islington. The social workers provide counselling/psychological support to individuals and families; practical support with complex social needs (including benefits advice); advocacy; support and advice to families with children; help to access community services; and time-limited bereavement support. The service is provided through home visits, and telephone contact. Consultation and training are offered to local professionals working with families preparing for loss.

Catchment area: London borough of Camden & London Borough of Islington

Referrals: Referrals welcomed from professionals and service users, by an initial telephone call to the Macmillan Social Work Manager. Professionals are requested to fax information on team referral form.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Psychosocial Social Work

Dartford & Gravesend NHS Trust, Darent Valley Hospital, Level 3, Cancer Services, Darent Wood Road, Dartford, Kent DA2 8DA

Contact: Anne O'Callaghan

Tel: 01322 428100 Ex 6775

Fax: 01322 428719

Email: Anne.o'callaghan@dvh.nhs.uk

The psychosocial social worker is based in Darent Valley Hospital in the cancer services department and is a key member of the supportive care multidisciplinary team. Patients may be seen at home or in the hospital

departments and wards. This service addresses the needs of cancer patients and their carers at all stages of the cancer journey, from diagnosis to survivorship or end of life care. It involves working with oncology, haematology, palliative care, chaplaincy, therapies, as well as making links with services outside the hospital: social services, primary care, community nurses, hospices and the voluntary sector. The service includes assessment of social care needs, emotional support for patients and family, benefits advice, counselling, family work, advocacy and negotiation of support services.

Catchment area: All cancer patients who attend the hospital, predominately from North West Kent.

Referrals: Referrals can be made by any health care professional in the hospital or community and self-referrals, and these can be made by referral form, phone, fax, email letter or in person.

Service available: Monday–Friday (flexible hours).

Office hours: 9am–5.30pm, Monday–Friday.

Macmillan Social Worker

Palliative Care Team, Kings College Hospital, Denmark Hill, London SE5 9RS

Contact: Elmien Brink, Macmillan Social Worker

Tel: 020 3299 4060

Fax: 020 3299 4713

Email: elmien.brink@nhs.net

Macmillan palliative care psychosocial worker. The palliative care psychosocial worker delivers direct social work with patients and their families in the hospital. The work includes: emotional and counselling support; benefits advice and support; support with talking to children; advocacy; discharge planning, assistance accessing services in the community and bereavement follow-up/counselling.

Catchment area: Anyone accessing the hospital services.

Referrals: Referrals are made via other staff or by self-referral.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Newham General Hospital

Macmillan Social Worker, Macmillan Palliative Care Team, Glen Road, Plaistow, London E13 8SL

Contact: Macmillan Social Worker

Tel: 020 7476 4000 Ex 8105

Fax: 020 7363 3432

During the period of maternity leave patients known to the palliative care team will be seen by the hospital generic social work team. The Macmillan Social Worker offers social work support as part of the hospital-based Macmillan team.

Catchment area: Patients of Newham General Hospital.

Referrals: Referrals are made via the palliative care team at Newham General Hospital.

Service available: Hours to be confirmed on return from maternity leave.

Office hours: 9am–5pm, Monday–Friday.

Pembridge Palliative Care Centre

St Charles Hospital, Pembridge Palliative Care Centre, Exmoor Street, London W10 6DZ

Contact: Brenda O'Neill, Macmillan Social Worker

Tel: 020 8962 4640

Fax: 020 8962 4407

Email: brenda.o'neill@clch.nhs.uk

The palliative care social worker delivers direct social work with patients and their families in the community, as well as the inpatient unit at Pembridge Palliative Care Centre. The work includes: emotional support and counselling; benefits advice and support; support with talking to children; advocacy; discharge planning and assistance accessing services in the community.

Catchment area: South Brent.

Referrals: Referrals are made via the inpatient ward, day centre, and community palliative care team.

Service available: 9.30am–5.30pm, Monday–Friday.

Office hours: 9.30am–5.30pm.

Northern Ireland

Macmillan Specialist Social Worker, Macmillan Unit, Antrim, N.I.

Macmillan Unit, Antrim Hospital Site, 45 Bush Road, Antrim BT41 2RL

Contact: Amanda Mellon

Tel: 028 944 24000 (ext 6518)

Fax: 028 944 24395

Email: amanda.mccambridge@northerntrust.hscni.net

The Specialist Social Work Service is being developed in the new Macmillan Unit, Antrim, which opened in June 2011. The 12 bedded inpatient unit provides holistic assessment and support to adults with complex specialist palliative care needs. The Macmillan Specialist Social Worker offers support to inpatients and their families to identify and address their emotional, social, practical and spiritual needs. Areas of work include providing or arranging pre-bereavement, bereavement and emotional support, signposting to other resources and empowerment/advocacy as well as negotiating systems and discharge planning in partnership with clients/families, the multidisciplinary team and other service providers. The role includes contributing to Trust and Regional palliative care service development/

improvement, acting as a resource for the Social Work Service across the Northern Health & Social Care Trust, identifying staff training needs and developing/delivering education and training for practice development.

Catchment area: Northern Health and Social Care Trust, Northern Ireland i.e. Antrim/Ballymena/Ballymoney/Carrickfergus/Coleraine/Cookstown/Larne/Magherafelt/Moyle/Newtownabbey Council areas

Referrals: Referrals for admission to the unit are made by GP's, Consultants, hospital and community specialist palliative care teams. Referrals can be made by Phone, Fax or Referral Form. Self-referral to the Unit is not available. The Macmillan Specialist Social Worker can also be contacted directly for information, guidance or signposting to appropriate support.

Office hours: 9am–5pm, Monday–Friday (except Bank Holidays).

Scotland

Cancer and Palliative Care Social Worker

Older Peoples Team, New City House,
1 Edgar Street, Dunfermline KY12 7EP

Contact: Wendy Arthur, Senior Practitioner

Tel: 08451 555555 ext 476594

Fax: 01383 600010

Email: wendy.arthur@fife.gov.uk

The cancer and palliative care social worker provides a specialist social work service to those individuals with a cancer diagnosis, their families and carers. The service is available to adult patients of the Fife Acute Operating Division who have a diagnosis of cancer including those attending on an outpatient basis and who have complex social or psychosocial needs. The service is provided within hospitals or the community.

Catchment area: Fife Council.

Referrals: Referrals can be made by telephoning the above number.

Office hours Monday–Friday.

Macmillan Palliative Care Social Work Service

Inverurie Hospital, Macmillan Social Worker (Palliative Care), Inverurie, Aberdeenshire AB51 3UL

Contact: Vacant Post, Macmillan Senior Social Work Practitioner (Palliative Care)

Tel: 01467 629604

Fax: 01467 629426

A palliative care social work support and counselling service for patients and their families. The service is provided via home visits.

Catchment area: The central area of Aberdeenshire.

Referrals: Referrals can be made by any member of the primary care teams, community hospital or cancer centre.

Service available: Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Palliative Services Social Worker

Cornhill Macmillan Centre, Perth Royal Infirmary, Jeanfield Road, Perth PH1 1NX

Contact: Lorna Davage, Macmillan Palliative Services Social Worker

Tel: 01738 413000

Fax: 01738 413022

The palliative care social worker provides a social work service focusing on the psychosocial aspects of patient and family care, relating to issues of living with illness, end of life, loss and bereavement. The post holder also has an interest in working with parents assisting them to support their children. The service is provided within Cornhill Macmillan Centre as well as home visits.

Catchment area: Perth & Kinross.

Referrals: Anyone can make a referral by contacting the above number.

Service available: 9am–5pm, Tuesday–Thursday.

Office hours: 9am–5pm, Tuesday–Thursday.

Wales

Macmillan Palliative Care Social Worker

Macmillan Palliative Care, North Wales Cancer Treatment Centre, Glan Clwyd Hospital, Bodelwythan, Denbighshire, North Wales LL18 5UJ

Contact: Diane Waters, Macmillan Palliative Care Social Worker

Tel: 01745 445169

Email: diane.waters@wales.nhs.uk

This social worker is a member of an integrated palliative care team (includes hospital and community). Referrals are received via professionals in the team and from health and social care professionals in the community. The social work service provides practical and emotional support to people with life limiting illness and their families. The social worker may become involved where there are competing needs within the family and support may take place in the community, hospital or in the service user's own home.

Catchment area: Denbighshire and Conwy, by arrangement.

Referrals: Referrals can be made by GP, health and social care professionals and referrals can be made by referral form, fax, phone. This service will look at self-referrals as long as palliative.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Social Work Specialist

The Wellbeing Department, Bridgend County Borough Council, Sunnyside, Bridgend CF31 4AR

Contact: Beth Howells

Tel: 01656 752155

Email: Beth.Howells@bridgend.gov.uk

Catchment area: Residents of Bridgend County Borough Council.

Referrals: Referrals are made via the specialist palliative care team at Y Bwthyn Newydd Princess of Wales Hospital. Referrals via social services forwarded to Y Bwthyn Newydd.

Service available: 8am–4pm, Monday–Friday.

Office hours: 8am–4pm, Monday–Friday.

Macmillan Social Worker

Social Services Dept, Morriston Hospital, Morriston, Swansea SA6 6NL

Contact: Karen Chesters

Tel: 01792 703181

Fax: 01792 703329

Email: karen.chesters@swansea.gov.uk

Assessments of need for community care packages including home care, meals at home, residential/nursing care home placements. Signposting for day care, benefits advice, bereavement support etc. Facilitating safe hospital discharges.

Catchment area: Swansea.

Referrals: By professionals and service users known to the Specialist Palliative Care Team. Self-referrals are only accepted if the patient is already known to the Specialist Palliative Care Team.

Service available: 8.30–5pm, Monday–Thursday and 8.30–4.30pm Friday.

Office hours: 8.30–5pm, Monday–Thursday and 8.30–4.30pm on Friday.

Macmillan Social Worker

Ty Bryngwyn, Prince Philip Hospital, Llanelli, Carmarthenshire SA14 8QF

Contact: Trudy Jones

Tel: 01554 783560

Email: Tdjones@carmarthenshire.gov.uk

The service covers Prince Philip Hospital and sees patients who are deemed to have palliative care needs. The Social Worker works as part of the palliative care team and assesses service users to determine their individual needs, organising packages of care to help facilitate a safe discharge home. The service will also refer on to other relevant organisations. Basic advice, with regards benefits, may also be given. Working closely with carers the Social Worker will also undertake an assessment of their needs and consider how best to support them.

Catchment area: Carmarthenshire

Referrals: Referrals received from professionals, but patient must be known to the Palliative care team. Self-referrals are not accepted.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Specialist Care Team

Wrexham Borough Council, Macmillan Specialist Palliative Care Team, Ty Madoc, Maelor Hospital, NHS Trust, Wrexham, North Wales LL13 7TD

Contact: Anne Hignell

Tel: 01978 727177

Fax: 01978 727177

Email: anne.hignell@wales.nhs.uk

The social worker is a member of an integrated palliative care team (includes hospital and community). Referrals are received via professionals in the team and from health and social care professionals in the community. The social work service provides practical and emotional support to people with life limiting illness and their families. The social worker may become involved where there are competing needs within the family and support may take place in the community, hospital or in the service user's own home.

Catchment area: Wrexham and Flintstone.

Referrals: Referrals can be made by GP, health and social care professionals and referrals can be made by referral form, fax, phone.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Specialist Palliative Care Social Worker

Social Services, Powys County Council, The Gwalia, Llandrindod Wells, Powys LD1 6AA

Contact: Michelle Lewis

Tel: 01597 827102

Fax: 01597 827101

Email: michelle.lewis@powys.gov.uk

The specialist palliative care social worker is based within Powys Services, supporting people throughout Mid Powys in need of specialist palliative care support, in hospital and in the community. The social worker

provides practical and emotional support to people with life limiting illness, their family, carer and any significant other person. The Social Worker provides support to colleagues in health, social and third sector settings around specialist work in palliative care. The service is developing and aims to provide increasing levels of support as it moves forward and develops partnerships.

Catchment area: Within Mid Powys.

Referrals: Referral can be made in person, by phone or by letter to the duty social worker at the area social service office (Newtown tel 01686 617520); (Llandrindod Wells tel 01597 827102);

Service available: 8.30am–4.45pm, Monday–Thursday; 8.30am–4.15pm, Friday.

Office hours: 8.30am–4.45pm, Monday–Thursday; 8.30am–4.15pm, Friday.

Catchment area: Rhondda Cynon Taf.

Referrals: Referrals can be made by GP, health and social care professionals and referrals can be made by referral form, fax, phone.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Specialist Social Worker

Contact: Trudy Jones, Macmillan Specialist Social Worker

Tel: 01554 783560

Email: TDJones@carmarthenshire.gov.uk

This social worker is a member of the Ty Bryngwyn Hospice. Referrals are received via professionals in the team and from health and social care professionals in the community. The social work service provides practical and emotional support to people with life limiting illness and their families. The social worker may become involved where there are competing needs within the family and support may take place in the community, hospital or in the service user's own home.

Catchment area: Carmarthenshire

Referrals: Referrals can be made by GP, health and social care professionals and referrals can be made by referral form, fax, phone.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday

Macmillan Specialist Social Worker

Y Bwthyn, Hospital Road, Ponty Pridd CF37 4AL

Contact: Jill Jones, Macmillan Specialist Social Worker

Tel: 07769 164697

Fax: 01443 486102

Email: Jillian.K.Jones@rhondda-cynon-taff.gov.uk

The social worker is a member of the Rhondda Cynon Taf Adult Services Team. Referrals are received via professionals in the team and from health and social care professionals in the community. The social work service provides practical and emotional support to people with life limiting illness and their families. The social worker may become involved where there are competing needs within the family and support may take place in the community, hospital or in the service user's own home.

Children and family services

Central and South West England

Macmillan Family Support Manager

Weldmar Hospicecare Trust, Joseph Weld Hospice, Herringston Road, Dorchester DT1 2SL

Contact: Jane Barnett

Tel: 01305 215395

Email: jane.barnett@weld-hospice.org.uk

The family support team comprises of social workers, chaplaincy and bereavement support workers to patients and their families (including children) and carers. The team provide emotional, spiritual and practical support during a patient's illness and into bereavement after the patient's death.

Catchment area: North, West and South Dorset.

Referrals: Referrals can be made by phone, letter or fax from anyone, but we only work with people who are receiving or have received palliative care from our organisation the Weldmar Hospicecare Trust.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday

SeeSaw

SeeSaw, Bush House, 2 Merewood Avenue, Oxford OX3 8EF

Contact: Kathy Moore, Macmillan Children and Families Support Worker

Tel: 01865 744768

Email: km@seesaw.org.uk

The service supports children and young people when a parent or sibling is dying. Support is provided in the home, the hospital/hospice setting and at Bush House. Telephone consultations are offered to families, friends and professionals. SeeSaw also provides grief support to children (up to the age of 18) when a parent or sibling has died. The service offers a programme of education and training about childhood bereavement for professionals working with children. Specially developed literature and resources are available to help children, their carers and professionals.

Catchment area: Oxfordshire.

Referrals: Pre-bereavement referrals can be made by the family or by professionals with the family's consent. Post bereavement referrals are from the family.

Service available: 37-hours a week, flexible.

Office hours: 9am–5pm.

East Midlands and Northern England

Cancer Centre

Castle Hill Hospital, Cottingham, Hull HU16 5JQ

Contact: Hayley Ward, Macmillan Children & Families Manager

Tel: 01482 476300

Email: hayley@hchfh.org.uk

The service provides practical, social and emotional support to children and families where a cancer diagnosis has been identified in the parent or carer. Support is provided in the families homes and can commence from staging and treatment to the more acute phases. Support is delivered by a team of staff and specialist trained volunteers and is usually for a period of 12 weeks, although this can be extended. Assistance with practical and financial support, benefits entitlement, information and signposting form part of this service.

Catchment area: Needs to be resident within boundary of Kingston upon Hull.

Referrals: Referrals are received via telephone, fax and referral forms from the local cancer hospital, community and third sector organisations as well as self-referrals.

Service available: 8am–5pm, Monday–Friday and out of office by special appointment.

Office hours: 8am–5pm, Monday–Friday out of hours by special arrangement.

Children's Bereavement Service

Bury PCT, Macmillan Project Manager, Children's Bereavement Service, 21 Silver Street, Bury BL9 0EN

Contact: Christine Green, Children's Bereavement Counsellor/Family Intervention Worker

Tel: 0161 2535704

Email: christine.green@burypct.nhs.uk

This service provides counselling and support to children and sits within the wider bereavement service which also supports grieving adults. It provides information to parents on how to support a grieving child or to prepare a child for a death. Training and consultation is also available for professionals working with families preparing for or dealing with a loss.

Catchment area: Borough of Bury.

Referrals: Families can contact the service directly by telephone. Families can also be referred by health, education and social care professionals.

Service available: Counselling sessions by appointment – may include some evening sessions. Other services during office hours.

Office hours: 8am–4.30pm, Monday–Friday.

Children’s Community Specialist Service

Childrens Community Specialist Services, St Lukes Hospital C2, Little Horton Lane, Bradford BD5 0NA

Contact: Jeeve Bains, Macmillan Family Support Worker/Issa Iqbal

Tel: 01274 365296

Fax: 01274 202782

Email: jeeve.bains2@bthft.nhs.uk or issa.iqbal2@bthft.nhs.uk

The service provides support to families with children who may have life limiting conditions and complex health needs, and to bereaved families. Contact is usually made within the home or in other community settings the family maybe linked to such as hospitals, hospice and school. The children’s service is made up of a diverse team with community nursing team, continuing care team, palliative care team, community physiotherapy team and children’s specialist needs community team. All teams assist in care for children and support families in making the best choices for the child’s particular health needs.

The team covers all of the Bradford and Airedale area.

Referrals: Referrals can be made by health professionals. Referrals can be made by phone, fax, email, letter, referral form (referral form via fax from health professionals).

Service available: 8am–6pm, Monday–Thursday, 8am–5.30pm, Friday.

Office hours: 8am–4pm, Monday–Friday

Spiral Bereavement (Service for Children and Families)

Family Care, 28 Magdala Road, Nottingham NG3 5DF

Contact: Angela Cheadle/Beatrice Jackson

Tel: 0115 9603010

Fax: 0115 9628500

Email: beatrice.jackson@familycare-nottingham.org.uk

Individual emotional support sessions (playroom at Family Care, or outreach at venue suitable for the work). Family support (in people’s homes or at our office). Group work programmes (loss of parent). First aid visits (psychosocial education – responding to families at the earliest convenient time following a traumatic loss ie suicide, RTA, murder. Consultations for professionals (based at the office) can also be outreach.

Catchment area: Nottingham City and Nottinghamshire service.

Referrals: Referrals are made by anyone.

Service available: We have a worker available – 3–5pm Monday and Wednesday; 10.30am–12.30pm Tuesday and Thursday, 3–4.30pm Friday (dedicated worker to offer

support, talk through referrals, provide consultations for families and professionals. We are working with families throughout the week 9am–5pm, Monday–Friday but are flexible to meet the needs of the families.

Office hours: 9am–5pm, Monday–Thursday, 9am–4.30pm, Friday.

London, Anglia and South Eastern Region

Jigsaw4u Pre and Post Bereavement Support

Jigsaw4u, 40 Mill Green Road, Mitcham, Surrey CR4 4HY

Contact: Claire Powell, Senior Macmillan Project Worker

Tel: 020 8687 1384

Fax: 020 8687 9730

Email: clairepowell@jigsaw4u.org.uk

Jigsaw4u provides ‘early’ support, pre bereavement support and post bereavement support for children, young people and families. The support offered is child centered and flexible to meet the assessed needs of the family, examples of support are:

- Advice and support to families around the child/young person’s emotional needs.
- Individual work – providing space for children/ young people to explore their understanding of the illness, medical process, changes in their family etc.
- Group support – these are held over several weeks plus a weekend. Parents, children and young people can meet others in similar situations and share their experiences and feelings.
- A ‘Buddy’ scheme to help the families.
- Regular events for all the family.
- Training and support for schools and professionals to help families.

Support is delivered in a variety of settings eg Jigsaw4u, school, hospital, hospice or the family home.

Catchment area: The Boroughs of Merton and Sutton

Referrals: Families can contact the service directly by telephone. Families can also be referred by health, education and social care professionals

Service hours: Usually 9am–5pm, Monday–Friday. However, the service is flexible to meet the needs of the families for example we run evening groups, celebration weekends, twilight training sessions for school staff etc.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Consultant Systemic Psychotherapist

Hertfordshire Community NHS Trust, Specialist Palliative care service, Apsley 1, Brindley Way, Hemel Hempstead, Herts HP3 9BF

Contact: Dr Ana Draper, Macmillan Consultant Systemic Psychotherapist

Tel: 01442 454463

Email: ana.draper@hchs.nhs.uk

Catchment area: West Hertfordshire

Referrals: Referrals are made via the Community Specialist Palliative Care Service

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday, Wednesday, Friday.

The Youth Cancer Trust (YCT)

Tracy Ann House, 5 Studland Road, Alum Chine, Bournemouth BH4 8HZ

Contact: James Keating, Manager

Tel: 01202 763591

Fax: 01202 769064

Email: admin@yct.org.uk

Website: www.yct.org.uk

Youth Cancer Trust provides free therapeutic peer support holidays for teenagers and young adults (age 14 to 30) with cancer from anywhere in the UK and Irish Republic or who are patients of any UK hospitals. Youngsters who have been in remission for up to five years can also apply and the Trust will also take young survivors living with the late effects of having had cancer as a teenager. The holidays take place in Bournemouth and groups of eight young people stay from Monday to Friday and choose to take part in activities such as horse riding, go-karting, water sports etc. Cancer patients can be accompanied by a friend or sibling. Youth cancer trust holidays help bring a sense of normality to young cancer patients' lives, restoring a sense of who they are and strengthening them in a natural, safe environment, which gently boosts their confidence. The holidays also provide an opportunity for peer support to help reduce isolation.

Catchment area: Whole of the UK and Irish Republic.

Referrals: We do take self-referrals. Most new self-referrals come through either the internet, or from seeing a poster in a hospital. Youngsters/parents/health professionals/social workers/cancer related groups and charities can get in touch with us by email or phone to refer a young person. We then send them a full application form and arrange the holiday. Holidays are booked on a first come first serve basis – groups of eight each week. We tend to get booked up quite quickly in the school holidays.

Service available: Holidays are Monday–Friday all year round.

Office hours: 9am–5pm, Monday–Friday; answer machine at other.

Counselling services

Central and South West England

Dorset Cancer Centre Counselling Service

Poole Hospital NHS Foundation Trust, Forest Holme, 5 Seldown Road, Poole, Dorset BH15 1TS

Contact: Linda Lovett-Darby, Macmillan Psychotherapist

Tel: 01202 448096

Fax: 01202 448206

Email: linda.lovett-darby@poole.nhs.uk

Website: www.poole.nhs.uk

The service is for patients, carers and relatives including children and young people. It provides one-to-one psychological/emotional support and counselling to patients living with a diagnosis of cancer, their families and bereaved relatives. The service is delivered in the designated counselling rooms, on the palliative care ward in Forest Holme ward, oncology wards in the main hospital and in the community with home visits where appropriate.

Catchment area: Poole, Wimborne and the Purbecks.

Referrals: Self-referrals are recommended, however, initial referrals can also be made by hospital and community health care professionals and specialist and generalist palliative care teams.

Office hours: 9am–5pm, Monday–Friday with some flexibility for early morning and early evening sessions.

East Midlands and Northern England

Macmillan family Support Worker

Woodlands Hospice Well-being and support centre, UHA Campus, Longmoor Lane, Liverpool L9 7LA

Contact: Gillian Moore, Macmillan Family Support Worker

Tel: 0151 5292299

Email: gillian.moore@aintree.nhs.uk

This service provides psychological, emotional, social and bereavement support to patients and their families. Service is offered pre and post-bereavement; one-to-one, group work (following bereavement), play therapy (children) and information and advice. Patients and families are seen in the hospice setting.

Catchment area: North Liverpool, South Sefton and Knowsley.

Service available: 9am–2.30pm.

Office hours: 9am–5pm.

Relate/Macmillan Relationship Counselling

346 Chester Road, Manchester M16 9EZ

Contact: Sue Parkes or John Moorhouse

Tel: 0161 872 1100

Fax: 0161 877 7507

Email: sueparkes@relategms.co.uk

Website: www.relategms.co.uk

Relate offers counselling to help people manage relationships after a cancer diagnosis and subsequent treatment. Counsellors will work with people on their own, or with their partners, or with other family members including children, parents or siblings to help them talk through:

can help with

- changes and problems with relationships because one has cancer
- difficulties talking to and supporting each other
- problems talking to children, or parents and other relatives about cancer
- challenges in getting 'back to normal', as a couple or family, when cancer treatment is finished
- problems with sexuality resulting from surgery, treatment, altered body image, tiredness or anxiety.

Counselling is for all family members – individuals, couples, families, children and young people... It is available in the network of Relate centres across Greater Manchester and it is free. All our counsellors have had additional training in Cancer Awareness.

Catchment area: Greater Manchester.

Referrals: Can be made by Professionals and the service also takes self-referrals. These can be made by telephone, fax, email or letter.

Service available: 9am–9pm, Monday–Friday and Saturday mornings.

Office hours: as above.

London, Anglia and South Eastern Region

Cancer and Palliative Care

Disability Resource Centre, Poynters Road, Dunstable, Beds LU5 4TP

Contact: Marie Browne

Tel: 01582 709085

Email: marie.browne@sept.nhs.uk

The service provides level 3 interventions for psychological distress as stated in NICE guidance (2004) to adult patients and families who have a diagnosis of Cancer or palliative care disease. The service is delivered in clinic settings, home, hospice or nursing home depending on the need of the patient/family/carer. Referrals are initially discussed with the referring Macmillan Nurse/CNS either at Multidisciplinary meetings or during supervision sessions appropriate referrals are then faxed to the service. The service is able to offer individual, couple or family sessions and works with complex issues such as family issues causing distress, adjustment issues survivorship issues. Complex cases deemed to require Level 4 intervention are seen by the Consultant Clinical Psychologist. The service provides teaching and supervision to Level 2 practitioners. We are also part of the wider Network Psychological steering group which provides guidance of psychological services across Mount Vernon Network and instigates development of the services across the network. Currently this group is chaired by the Consultant Clinical Psychologist for our service. The service is based within SEPT Clinical Health Psychology service

Catchment area: Luton & South Bedfordshire.

Referrals: Referrals are made after discussion at multidisciplinary team, Case Load Supervision and then faxed referral form.

Service available: 9am–5pm, Monday–Friday.

Office hours: 8.30am–4.30pm, Monday–Friday.

Hillingdon Macmillan Oncology and Palliative Care Clinical Psychology Service

The Furze, The Hillingdon Hospital, Pield Heath Road, Uxbridge, Middlesex UB8 3NN

Contact: Dr Heather Wells

Tel: 01895 279412/279906

Fax: 01895 279452

Email: heatherwells2@nhs.net

The service provides psychological assessment and psychological therapy to patients with cancer and/or palliative or life limiting conditions. The service is integrated with the Hillingdon Hospital Palliative Care Team, and The Hillingdon Macmillan Palliative Care Teams. The service also accepts referrals from the site specific oncology teams based within the Hillingdon Hospital. Psychological support is provided to patients

in the hospital setting as both in and outpatients. Where patients are too unwell to travel to the hospital site, home visits can be arranged. Psychological therapy can be provided to patients with cancer/palliative conditions, or their carers/family members. Consultation is provided to the medical and nursing teams to support them in the psychological work they undertake.

Catchment area: Patients registered with a Hillingdon GP.

Referrals: GP, specialist palliative care teams, site specific oncology teams, other mental health

Services available: 8am–4.30pm, Monday–Friday.

Macmillan Clinical Psychology Service

Charing Cross and St Mary's Hospitals (Imperial College Healthcare NHS Trust), Department of Clinical Health Psychology, Clarence Wing, St Mary's Hospital, Praed Street, Paddington, London W2 1NY

Contact: Carole Sherwood

Tel: 020 33121658

Fax: 020 8383 0612

Email: psycho-oncology@imperial.nhs.uk

The Macmillan Clinical Psychology Service provides a professional service to patients, carers and families affected by cancer. The service is available at any point in the patient's journey, whether they are newly diagnosed, undergoing curative treatment or receiving palliative care. Bereavement support is very limited due to resource constraints.

The service is available to cancer patients (and their carers and families) who are able to attend appointments at either Charing Cross or St Mary's Hospitals.

Referrals: Referrals can be made by Imperial health care professionals, via an electronic referral form, (available on request) which should be emailed to psycho-oncology@imperial.nhs.uk.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Counselling Service

Basildon & Thurrock NHS Foundation Trust, Basildon & Thurrock University Hospitals, Nethermayne, Basildon, Essex SS16 5NL

Contact: Roger Crellin

Tel: 0845 1553111 Ex 1268 or 4170

Fax: 01268 394741

Email: roger.crellin@btuh.nhs.uk

The service supports anyone on the cancer journey, including patients and their families. In certain situations, we do support clients recently bereaved. The counselling takes place within the hospital either on the wards or in the dedicated counselling room. The service is also involved in a number of training courses, particularly around communication and breaking difficult news. We are also involved in developing

and enhancing county wide psychological services across Essex with the goal to ensure anyone affected by a cancer diagnosis has access to psychological support. Additional support is given to staff working closely with cancer and palliative care patients.

South West Essex primarily but we will take referrals from elsewhere depending on need and Counselling availability in other areas.

Referrals: Referrals can be made by anyone, nurses, doctors GP's and general public and these can be made by referral form, phone, fax and letter.

Service available: 9am–5pm, Monday–Friday, 7.5 hours per day, five days a week.

Office hours: 9am–5pm, Monday–Friday, 7.5 hours per day, five days a week.

Macmillan Family Support Worker

East Sussex Hospital NHS Trust, Eastbourne
District General Hospital, Kings Drive,
Eastbourne, East Sussex BN21 2UD

Contact: Karen Aylward

Tel: 01323 414918 ex 3252

Email: karen.aylward@esht.nhs.uk

This service provides counselling, psychotherapy, emotional and psychological support to patients, families and carers from diagnosis onwards. The service is on a one-to-one basis in the main and delivered from the hospital. It also has outreach services based in Seaford and Uckfield. In exceptional circumstances home visits are made. The service also provides information, some group support and short term befriending

Catchment area: Patients and families who are connected with Eastbourne District General Hospital.

Referrals: Referrals can be made by phone, letter or email from health care professionals, including palliative care staff and clinical nurse specialists. Individuals can also refer themselves or contact the service for advice.

Service available: 9am–4pm, Monday–Friday.

Office hours: 8.30am–4.30pm, Monday–Friday.

Southend Hospital NHS Trust

Palliative Care Department, Prittlewell Chase, Southend,
SS0 0RY

Contact: Sylvia Young, Macmillan
Oncology Counsellor and Anna McNally,
Macmillan Oncology Counsellor

Tel: 01702 385190 Direct line 01702 435555 Ex 6373

Fax: 01702 385886

Email: Sylvia.Young@southend.nhs.uk and
anna.mcnally@southend.nhs.uk

The Macmillan oncology counsellor provides one to one support for people with cancer (inpatients and outpatients) and their family members. The service is available to anyone diagnosed with cancer,

both palliative and curative prognoses. Follow up bereavement support is also available, including for children and young people. There is a cancer support group for those with any kind of cancer.

Catchment area: South Essex.

Referrals: Referrals are by professionals or self-referral from patients/families/carers.

Service available: 8am–5pm, Monday–Friday, and out of office by special appointment.

Office hours: 8am–5pm.

St George's Hospital Oncology Counselling Service

Trevor Howell Ward, 3rd Floor, Lanesborough Wing,
St George's Hospital, Blackshaw Road, Tooting, London
SW17 0QT

Contact: Caroline Armstrong,
Macmillan Oncology Counsellor

Tel: 020 8725 4681

Email: caroline.armstrong@stgeorges.nhs.uk

The Counselling Service provides a free supportive, non-judgemental and confidential setting in which to explore difficult thoughts, feelings and circumstances. It is available to people with cancer and to their partners, relatives and carers. An introductory meeting with the Macmillan counsellor helps people to decide whether counselling would be helpful. The service can offer 6–12 weekly sessions, each lasting 50 minutes. The service follows the Ethical Framework of the British Association for Counselling and Psychotherapy.

Catchment area: Anyone receiving cancer treatment via a St George's Hospital Oncology consultant. The service will take self-referrals.

Referrals: Any eligible individual themselves, by phone, email or referral form or via a relevant professional.

Services available: 10am–5pm, Monday to Thursday.

Office hours: 9am–5pm, Monday–Thursday.

Wales

Macmillan Relate Service

(Nth) 8 Riviere's Avenue (Sth) 47 Walter Road,
(Nth) Colwyn Bay, Conway (Sth) Swansea,
(Nth) LL29 7DP (Sth) SA1 5PW

Contact: Louise Atkinson (North Wales)
or Rachel Davies (South Wales)

Tel: (Nth) 01492 535140 (Sth) 01792 454412

Email: administratornorthwales@relatecymru.org.uk and
enquiries.macmillan@relatecymru.org.uk

Macmillan Cancer Support is working with Relate Cymru to offer free counselling to people affected by cancer who

are having relationship difficulties in North and South Wales. Cancer can impact on your relationships in many ways and it can be difficult to talk to each other, to find ways of coping that mean you can still enjoy family life and to cope with the needs of everyone in the family including children. Our service works with individuals, couples, families and young people who want support for their relationships. We also work with the families of those affected by cancer even if the patient themselves does not want to attend. We also offer telephone counselling.

Catchment area: We operate across all counties in North Wales and many areas of South Wales.

Referrals: We will take self-referrals, referrals from health care professionals, Macmillan staff, hospice staff, GPs etc. Referrals are generally made by phone, but if clear contact details are sent through by fax or email, we can arrange to contact the client to discuss appointments

Service available: Variable – depending on location of counselling.

Office hours: 8.30am–2.30pm, Monday–Friday, although out of these hours there is an ansaphone where you can leave a message in confidence.

Macmillan Relate Relationship Counselling Service

47 Walter Road, Swansea SA1 5PW

Contact: Dr Rachel Davies (Macmillan Relate Specialist Counsellor)

Tel: Bookings 01792 454412 Internal (Internal Dr Davies – 07582874186)

Email: enquiries.macmillan@relatecymru.org.uk or rachel.macmillan@relatecymru.org.uk

A range of couple and family counselling services provided by experienced Relate counsellors and available free to families experiencing cancer. We also offer counselling to individuals where cancer has impacted on their relationships and we offer a young persons service. Services are delivered face to face but telephone service is also available. Venues in a range of locations in South West Wales but can provide services in hospitals or hospices as required.

Catchment area: The whole of South West Wales (venues currently in Bridgend, Swansea, Llanelli, Carmarthen, Cardiff, Neath Port Talbot, Barry and Merthyr Tydfil).

Referrals: Informal enquiries can be made by professionals but clients must book their own appointment via the booking line/email.

Service available: Weekdays – flexible times including some evening options.

Office hours: 9am–5pm, Monday–Friday. Phones are manned during office hours but answerphone is available outside this.

Bereavement services

East Midlands and Northern England

Macmillan Bereavement Information and Support Service

Seaton Park Medical Group, Norham Road, Ashington NE63 0NG

Contact: Carol Sullivan, Team Leader

Tel: 01670 855533

Fax: 01670 859000 – Attn: Carol Sullivan

Email: carol.sullivan@northumberlandcaretrust.nhs.uk

The service offers bereavement support to carers and family members. Trained volunteers visit the bereaved in their own home after the death of a loved one.

Catchment area: Northumberland.

Referrals: Referrals are made by medical professionals ie Macmillan nurses, GPs, district nurses. We do not take self-referrals.

Service available: 10am–9pm.

Office hours: 9am–5pm.

Macmillan Family Support Team

Ashgate Hospice, Ashgate Road, Old Brampton, Chesterfield, Derbyshire S42 7JD

Contact: Tracey Brailsford, Macmillan Family Support Team Manager

Tel: 01246 568801

Email: tracey.brailsford@ashgatehospice.nhs.uk

The Macmillan Family Support Team based at Ashgate Hospice aims to provide assessment and support to the family, friends and carers of people with a life limiting illness and are known to a Specialist Palliative Care Team. We can provide:

Information on the experience of bereavement, practical and emotional issues and local and national support networks. Support is provided by telephone, face to face, through memorial events and support groups. Specialist intervention is available for those individuals who have complex bereavement needs. This will either be provided by the Macmillan Family Support Team or by referral onto appropriate agencies such as mental health teams.

Additionally, provides:

- Support
- Counselling
- Psychology
- Art Therapy

Catchment area: North Derbyshire

Referrals: People can self refer, we will take referrals from any concerned person such as health care professionals, social services, education, friends or neighbours but would

recommend that the person being referred is aware of the referral if possible. We have a referral form and will also take referrals by phone or letter.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

London, Anglia and South Eastern Region

Macmillan Bereavement Service

Meadow House Hospice, Ealing Hospital, Uxbridge Road, Southall, Middlesex UB1 3HW

Contact: Marianne Kolbuszewski

Tel: 020 8242 5921

Email: marianne.kolbuszewski@nhs.net

The service offers bereavement, counselling, pre-bereavement counselling, drop-in bereavement group, carers' group, telephone counselling. We are based at Meadow House Hospice, but also at satellite locations near the hospital.

Catchment area: For relatives and carers of Ealing, Hounslow, Harrow patients.

Referrals: Referrals can be made by professionals, and members of the public by phone, fax, email, letter, referral form.

Service available: Monday–Friday.

Office hours: 9am–5pm, weekdays, and late opening Wednesday, 5pm–8pm.

Macmillan Dove Community Counselling Service

St Luke's House, 22 Lampits Hill, Corringham, Essex SS17 9AL

Contact: Karen Ball, Service Manager

Tel: 01375 648179

Email: Karen@stlukeshouse.org.uk

Macmillan Dove Community Counselling Service provides emotional support to people living with or affected by a life limiting illness and their families or carers. We also provide bereavement support for any bereavement including cancer related, suicide, Road traffic accidents etc. The services include 1 to 1 counselling, couples or family counselling. We are also able to provide bereavement support groups and Social groups that meet once a month along with creative therapy for those that find it difficult to communicate what they are feeling verbally.

Catchment area: Basildon, Thurrock, Billericay and Wickford

Referrals: Self or through GP's or any other health care professional.

Support services

East Midlands and Northern England

Age UK Macmillan Cancer Support Service

Macmillan Cancer Support Service Age UK, Sheffield, 44 Castle Square, Sheffield S1 2GF

Contact: Debbie Price

Tel: 0114 2502850

Fax: 0114 2502860

Email: macmillan@ageuksheffield.org.uk

The service can help people deal with any problems they might face from housing issues, including assessment for aids and adaptations or care packages, to providing info and advice on employment/carers rights and benefit entitlement, support to deal with debt, bereavement and funeral planning through to tackling social isolation improving self esteem, low mood and tackling loss of confidence.

The service ranges from simple sign-posting to accessible resources through to in-depth support, working alongside service users for long enough to link them to whatever they need to live independent, socially connected lives.

The service can be delivered through a range of mediums including over the phone, face to face at our city centre premises, at community venues or in peoples homes.

The service is open to anyone over the age of 50 living within the Sheffield boundary who has been affected by cancer. Service users may have had a cancer diagnosis themselves, they may care for someone who has had a diagnosis, or they may be a relative or friend.

Catchment area: within the Sheffield boundary.

Referrals: Referrals can be accepted from any source, by phone, fax, email, letter, or referral form – individuals may self refer or a family member or friend can contact us on their behalf. Organisational referrals can be made by any professional who has the service-users permission to contact us. The information we require at referral stage is name, address, d.o.b. and contact details for the service user and a brief outline of their circumstances/needs and the name and contact details of the referrer.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday– Friday.

Macmillan Cancer Support Service

Readycall, Volunteer Centre, Derbyshire Dales, Ashbourne Business Centre, Dig Street, Ashbourne, Derbyshire DE16 1GF

Contact: Christine Bettson, Macmillan Coordinator

Tel: 01335 348600

Email: chris@vcdd.org.uk

Based at the Volunteer Centre in Ashbourne we have volunteers that provide a practical and supportive service to the needs of the individual. We offer befriending, shopping, dog walking, problem solving, practical support and much more, for those living with cancer. We have volunteers that can make home visits or even take people out. The office is open Monday–Friday but volunteers may work outside of these hours. Our aim is to improve the lives of local people living with cancer.

Catchment area: South Derbyshire Dales, Ashbourne, Wirksworth and surrounding villages.

Referrals: Can be made by any professionals and also self referrals by phone, email, letter.

Service available: 10am–1pm, Monday–Friday but volunteers may work outside of these with negotiation

Office hours: 10am–1pm, Monday–Friday.

The Macmillan Living Well With Cancer Service

Blythe House Hospice, The Living Well Centre, Blythe House, Ecclesfold Road, Chapel-en-le-Frith, High Peak SK23 9TJ

Contact: Anne Cawthorn, Macmillan Specialist Practitioner

Tel: 01298 816994

Fax: 01289 814744

Email: Anne.cawthorn@blythehouse.co.uk

The Living Well with Cancer service offers a comprehensive range of services and support to anyone diagnosed with cancer including their carers and families. Support can be at the Living Well Centre or via telephone support and an individual, flexible programme is agreed on to meet the persons needs.

Catchment area: Residents of the High Peak.

Referrals: Referrals can be made by professionals and self-referrals. These can be made by phone, fax, email, letter, referral form.

Service available: Tuesday and Wednesday from 10am–5pm but appointments and telephone calls are made on other days.

Office hours: Blythe House is open 9am–5pm, Monday–Thursday.

Age UK Cancer Support

Age UK Carlisle and Eden, Resource Centre, Sandgate, Penrith, Cumbria CA11 7TP

Contact: Moira Errington

Tel: 01768 863618

Email: moira.errington@ageukcarlisleandeden.org.uk

The aim of the service (project) is to link older people to existing cancer support services and the Information

and Advice service of Age UK Carlisle and Eden. The officers work with both voluntary and statutory organisations, community groups and individuals to explore the services available and find out if more are needed. They are here to listen and find out about the needs of older people affected by cancer in their community. The officers will work with volunteers to help develop services or build on existing ones.

Catchment area: Eden Valley to include Kirkby Stephen, Appleby, Penrith, Alston and the surrounding rural villages.

Referrals: Referrals can be made by the professionals and members of the community – anyone as long as the person being referred has given their permission to be contacted. Referrals are made by phone, letter, email, face to face, feedback forms from leaflets.

Service available: 9am–4pm, Monday–Friday. Access to (also evening) Cancer Support meetings and weekend social activities.

Office hours: 9am–4pm, Monday–Friday.

Macmillan Support Services – Northumberland

Macmillan Support Services, Seaton Park Medical Group, Norham Road, Ashington NE63 0NG

Contact: Belinda Wylie – Macmillan Support Services Assistant Coordinator

Tel: 01670 855533

Macmillan Support Services includes an information support service and bereavement service. All services are accessible to anyone affected by cancer or a life limiting illness. Anyone may contact the service for information and access to the range of service groups and events. For information or bereavement support a referrals from a health professional is required. On receipt of the referral a member of the team will visit the person within their own home to identify the most appropriate support based on their individual needs at the time of the visit. Each person who would benefit from someone to talk to on a one to one basis will be allocated an appropriately trained and supervised volunteer. Volunteers offer a supportive, confidential and non judgemental relationship during a difficult period in their life.

Catchment area: Northumberland

Referrals: Referrals are made by all professionals with a referral form with the exception of information services that are accessible without referral.

Service available: 9:00am–4:30pm, Monday–Friday

Map of Macmillan regions

- 1 Scotland
- 2 Northern Ireland
- 3 East Midlands and Northern England
- 4 Wales
- 5 Central and South West England
- 6 London, Anglia and South East Region (LASER)

